

VOLVO

Volvo Cars of North America, LLC

July 2007

TO: ALL VOLVO RETAILERS
RE: RECALL 176

Volvo Cars of North America, LLC. (Volvo) has decided that a defect related to motor vehicle safety exists in the fuel pump of certain model year 2001-2002 S60 vehicles that were sold, or are registered in the states of Arizona or Nevada.

Due to the combination of fuels with high sulfur content, and prolonged exposure in high temperature climates, the fuel pump may become faulty, resulting in a strong fuel smell.

The corrective action will be to replace the fuel pump with a part of a modified design.

Recall 176 affects approximately 1,700 vehicles in Arizona & Nevada are affected.

OWNER NOTIFICATION

Owner notification is scheduled to begin during the month of July.

RETAILER RESPONSIBILITIES

Retailers must perform this Recall Campaign on eligible vehicles regardless of miles/kilometers or vehicle age. All work performed under this Recall Campaign is free of charge to the owner.

In the event that a customer does not have a notification letter, the owner is not to be refused this work. Your regional representative will follow up to ensure that this Recall Campaign is proceeding smoothly.

A complete description of the Recall Campaign requirements and claim submission procedures will follow.

It is the retailer's responsibility to review the details provided in the materials listed below with all involved personnel.

- Service Manager Bulletin
- Tech Net Note
- Parts Bulletin

Your cooperation in completing this important Recall is greatly appreciated.

Drive Safely,

Volvo Cars of North America, LLC and Volvo Cars of Canada Corporation

VOLVO				TITLE: Recall 176: 2001-2002 S60 Arizona & Nevada Vehicles only		GROUP: 23	NO: 176
						ISSUING DEPARTMENT: Warranty	
Service Manager Bulletin				REFERENCE BULLETINS: TNN# 23-176, PB# 23-176		CARMARKET: United States	
						DATE: YEAR MONTH DAY 2007 07 03	
Service Person- nel: read and initial.	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 3			

BULLETIN REFERENCE

- A. RECALL 176 DESCRIPTION
- B. VEHICLES INVOLVED
- C. PARTS INFORMATION/PARTS RETURN
- D. OWNER NOTIFICATION
- E. VEHICLES IN RETAILER INVENTORY
- F. RETAILER RESPONSIBILITY
- G. CAMPAIGN REIMBURSEMENT PROCEDURES
- H. TECHNICIAN COMPETENCY REQUIREMENT
- I. RETAILER ALLOWANCE

A. RECALL 176 DESCRIPTION

Volvo Cars of North America, LLC. (Volvo) has decided that a defect related to motor vehicle safety exists in the fuel pump of certain model year 2001-2002 S60 vehicles that were sold or are currently registered in the states of Arizona or Nevada.

Due to the combination of fuels with high sulfur content, and prolonged exposure in high temperature climates, the fuel pump may become faulty, resulting in a strong fuel smell.

The corrective action will be to replace the fuel pump with a part of a modified design.

Approximately 1,700 vehicles in Arizona & Nevada are affected.

B. VEHICLES INVOLVED

NOTE: RETAILER MUST CONFIRM VEHICLE ELIGIBILITY PRIOR TO BEGINNING REPAIR FOR THIS CAMPAIGN.

"Fixed Right — First Time"



Vehicle eligibility should be confirmed:

- Inquire in VRC² - Vehicle Warranty where the message "RECALL 176 INCOMPLETE" will appear for eligible vehicles.

All vehicles should be checked for any other incomplete recalls or service campaigns or service upgrades. All open Recall, Service Campaign or Service Upgrade repairs should be completed.

RETAILER VEHICLE CAMPAIGN LIST

"A Retailer Campaign List" will be posted on VRC² in the Reports Menu under the Service Tab. This list details all affected vehicles that are on record as being retailed or currently in stock at your facility, and is updated monthly. Vehicle eligibility must be confirmed via VRC² prior to performing this service campaign.

C. PARTS INFORMATION / PARTS RETURN

Parts are not required to be returned for repairs done in accordance with this service campaign.

D. OWNER NOTIFICATION

In late June, Volvo will begin mailing announcement letters directly to the owners of the affected vehicles.

E. VEHICLES IN RETAILER INVENTORY

All vehicles in retailer's inventory and qualifying for this Service Campaign should be repaired prior to a customer taking possession of the vehicle.

F. RETAILER RESPONSIBILITY

Retailers are to perform this campaign on eligible vehicles regardless of mileage/kilometers or vehicle age. The campaign work covered under Recall 176 is free of charge to the owner. If a customer presents a recall or service campaign letter for a vehicle that is not found via the VRC² inquiry function, please verify that the letter applies to the customer's vehicle and call the Warranty Assistance Desk at 1-800-807-7712 for instructions. If the Warranty Assistance Desk verifies that the vehicle qualifies for the Recall or Service Campaign, please perform the repair and place the recall or service campaign letter in the customer's file. Under no circumstances should a customer be denied the required service without a confirmation from VCNA/VCCL.

G. CAMPAIGN REIMBURSEMENT PROCEDURES

All claims should be submitted using the SHORT FORM application only.

H. TECHNICIAN COMPETENCY REQUIREMENT

The technician competency requirement for this campaign repair is: Level 2.

I. RETAILER ALLOWANCE (SHORT FORM APPLICATION)

Labor reimbursement is effective at time of release and may change in the future.

<u>Campaign Number</u>	<u>Claim Type</u>	<u>Repair Code</u>	<u>Repair Description</u>	<u>Labor Time</u>
176	A27030	02	Replace Fuel Pump	2.3

Tech-Net Notes

"Fixed Right – First Time"

Volvo Technicians, Service and Parts Managers

NO: 23-176
DATE: 7-03-2007
MODEL: S60
M. YEAR: 2001, 2002
CHASSIS: 000148 – 234999

NOTE: NOT ALL VEHICLES WITHIN THE CHASSIS LIMITATIONS ABOVE ARE AFFECTED. RETAILER MUST CONFIRM VEHICLE ELIGIBILITY IN VRC² PRIOR TO BEGINNING RECALL REPAIRS.

SUBJECT: Recall 176: Fuel pump, S60
REFERENCE: VIDA, Service Manager Bulletin 23-176, Parts Bulletin 23-176

DESCRIPTION:

The fuel pump may be defective, resulting in a reduced functionality. The most common effect is the smell of fuel.

Note: This recall only affects cars that were sold, or are currently registered in Arizona or Nevada.

SERVICE:

Replace the fuel pump according to instruction in VIDA:

Information > Repair > Removal, replacement and installation > Engine with mountings and equipment > Fuel system > Fuel pump (FP) and filter

Part number	Quantity	Description
30769013	1	Pump unit
9141498	2	O-ring

VOLVO for life
Volvo Cars of North America, LLC
Technical Service

Please circulate, read and initial: _____ Svc Mgr _____ Parts Mgr

_____ TECHS

_____ Shop Foreman _____ Warranty Administrator

SUBJECT Recall 176: Fuel Pump MY 2001-2002, S60 Arizona, Nevada				GROUP 23		NO 176	
				MARKET United States		PAGE 1 of 1	
COPY TO / CIRCULATIONS (PLEASE INITIAL)							
GENERAL MGR	PARTS MGR	SERVICE MGR	SALES MGR	DATE	YEAR	MONTH	DAY
					2007	07	03

Reference Bulletins: SMB 23-176, TNN 23-176

Volvo Cars of North America, LLC. (Volvo) has decided that a defect related to motor vehicle safety exists in the fuel pump of certain model year 2001-2002 S60 vehicles that were sold or are registered in the states of Arizona or Nevada.

Due to the combination of fuels with high sulfur content, and prolonged exposure in high temperature climates, the fuel pump may become faulty, resulting in a strong fuel smell.

The corrective action will be to replace the fuel pump with a part of a modified design.

Approximately 1,700 vehicles in the States of Arizona and Nevada are affected.

Note: This recall only affects cars that were sold, are registered or have been registered in Arizona or Nevada.

The following part number applies:

Part Number	Description	Qty
30769013	Fuel Pump	1
9141498	O-Ring	2

An initial allocation representing parts for 50% of the affected vehicles in stock, or retailed at your facility will be begin starting the week of July 2, 2007. After this one time allocation you may use normal ordering procedures.

A "Retailer Campaign List" will be posted on VRC² in the Reports Menu under the Service Tab. This list details all affected vehicles that are on record as being retailed or currently in stock at your facility, and is updated monthly. Vehicle eligibility must be confirmed via VRC² prior to performing this service campaign.

Note - Please set your DMS to "Manual Order" on this part number so that you may monitor and limit your orders to actual demand.

"Fixed Right — First Time"



IMPORTANT RECALL NOTICE

[CAMPAIGN 176: 2001-2002 S60 FUEL PUMP
SAMPLE OWNER NOTIFICATION LETTER
UNITED STATES]

June 2007

Dear Volvo Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

The reason for this campaign:

Volvo Cars of North America, LLC. (Volvo) has decided that a defect related to motor vehicle safety exists in the fuel pump of certain model year 2001-2002 S60 vehicles that were sold, or are registered in the states of Arizona or Nevada.

Due to the combination of fuels with high sulfur content, and prolonged exposure in high temperature climates, the fuel pump may become faulty, resulting in a strong fuel smell.

The corrective action will be to replace the fuel pump with a part of a modified design.

What you need to do:

Please call your authorized Volvo retailer as soon as possible to schedule an appointment. This procedure will be completed at no cost and will take approximately 1 hour and 30 minutes. Due to service scheduling, your Volvo retailer may require your vehicle for a longer period of time.

If you previously paid to have this corrective action performed, your authorized Volvo retailer will honor your receipt with a refund. Please contact the Service Department for details.

Please contact:

If you have any questions, please contact your Volvo retailer. If your retailer is unable to answer your questions, please contact Volvo Customer Care Center at 1 Volvo Drive, Rockleigh, NJ 07647 or phone 1-800-458-1552, Monday through Friday, 8:30 A.M. to 6:00 P.M. Eastern Time. You may also e-mail us at customercare@volvoforlife.com.

We have advised the National Highway Traffic Safety Administration (NHTSA) that we are conducting this recall. If you are unable to have this procedure performed without charge and within a reasonable period of time, you may contact the NHTSA Administrator at 1-888-327-4236. The address is 1200 New Jersey Ave SE, Washington, DC 20590.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Your safety and continued satisfaction with your Volvo and the Volvo organization are very important to us. We apologize for any inconvenience this may cause and we appreciate your cooperation in arranging to have this important service completed as quickly as possible.

Sincerely,

Rich Buchheit
Manager, Customer Support